



September 2018 **EMPLOYEE OF THE MONTH**

The Franklin County Commissioners, on behalf of the Special Thanks And Recognition (STAR) Committee, proudly present the Employee of the Month award to Mr. Joel Burkholder. Mr. Burkholder has been employed with the Franklin County Information Services Department since January of 2008. He serves as a desktop support specialist.

The selection for the September 2018 Employee of the Month was determined by the STAR Committee from a total of 15 nominations. The STAR nomination form asks what recent event or occurrence made you select Joel and the answers include:

"Joel is an asset to the ITS department as he will go above and beyond to assist a co-worker with an issue. I refer to him as the ITS ninja: You turn around and he is there! Customer Service is Joel's number one priority. He always follows up with you to make sure your issue has been resolved! I wish the County had more employees like Joel."

"We recently encountered several issues with the Merit Hire assessments that are completed by applicants on the computer. After placing a request into ITS, Joel was very quick to respond to our issue. This was greatly appreciated as the errors were occurring while the applicants were taking the assessments. Joel was very prompt in his response to the issues (which were ongoing for several days). Each day Joel kindly responded to calls for assistance. Joel was often involved in solving other issues when these problems occurred, but he took time out of his schedule to problem solve the issue."

Mr. Burkholder's outstanding characteristics are attributes that have not gone unnoticed by his peers. The nomination forms described him as having excellent customer service and communication skills, a team player with a positive attitude and patient when answering questions or concerns.

We are grateful to Mr. Joel Burkholder as he exudes a high standard of customer service, excellence, and respect to the employees and residents of Franklin County.



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